Children's Mental Health Waiver

Provider Procedure for: Implementation, Documentation, and Reporting of Service Outcome Objectives and Behavior Support Plans

Implementation Date: 7/1/06

Revision Date: 9/1/07

Overview

Once the Individual Service Plan has been developed and approved, the plan implementation process begins. Each Waiver Service Provider assigned in the Individual Service Plan to provide services is responsible to develop, train, implement, document, monitor and report on their work with the youth and family. The Family Care Coordinator is responsible to ensure that implementation is completed as outlined in the Individual Service Plan.

Service implementation, documentation, reporting, and monitoring are the key components to effective service provision and overall quality of waiver program services. Timely implementation and monitoring of services provided is essential to addressing the changing needs of a youth and family receiving waiver services. Documentation and reporting is the proof of the work being done and supports the financial accountability required by the waiver program.

Waiver Provider Roles and Responsibilities

Family Care Coordinator will:

How these time sensitive tasks and responsibilities are organized and accomplished is at the discretion of the Family Care Coordinator – the overall goal is to complete and document the tasks within the established time frames.

Completion of the Family Care Team Monthly Service Plan Review (FCC-1) can be done through a meeting of the Family Care Team or through submission of status reports from the service providers or a combination of either or both driven by current issues and the need for involvement and/or discussions by the Team.

Task/Responsibility	Completion Time Frame
Develop process to track and document monitoring of plan implementation and identified components of the ISP.	Within 5 days of ISP start date
 Start dates for service objectives/behavior support plans 	Within 5 days from ISP start date
 Identified medical issues as applicable 	Based on severity – minimum once/quarter
 Medication management plan 	Based on issues identified – minimum once/quarter
 Assignments documented in ISP meeting minutes. 	Within current quarter for Quarterly ISPs
 Other time sensitive issues unrelated to other aspects of ISP. 	Within 45 days of ISP start date
Review and sign off on service outcome objectives and behavior support plans.	Within 5 days of ISP start date – prior to service implementation.
Make direct in-person contact with youth and family to gather feedback on service provision and other services/supports needed.	Frequency determined by level of need/problems identified – minimum of weekly unless otherwise requested by youth and family (reason must be documented in records).

Task/Responsibility	Completion Time Frame
As need is identified, facilitate and/or monitor completion of safety back-up or contingency plans as identified in ISP.	Within 30 days of ISP start date.
Complete required safety monitoring for quarterly ISPs.	Date of completion must be within quarter of current ISP.
Provide written information to Family Care Team members re: safety issues and results of monitoring.	As soon as Team Meeting can be convened if more significant issues are identified OR at next scheduled Family Care Team meeting for routine reporting.
Make contact with family support persons and other service providers to obtain feedback on service provision.	Frequency determined by youth and family's level of need and problems identified –minimum of monthly.
Review waiver service provider documentation and billing information.	Monthly upon receipt (by 10 th day of following month).
Complete Family Care Team Monthly Service Plan Review reports (FCC-1).	By last day of month for months when no Quarterly ISP is developed.
Submit copies of reports to Waiver Program.	By 10 th day of next calendar month.
Review incident report information received from Waiver Program – convene Team Meeting to discuss and address issues identified by this review.	Frequency determined by severity of incident report information – minimum of monthly as reports are received.
Share psychotropic medication questions and waiver consent forms with youth and family. Work with medication prescriber and youth/family to facilitate informed consent discussion and completion of waiver consent forms for medications prescribed.	Completed prior to medication being prescribed and taken.
Meet with youth and family to complete Abuse/Neglect training and documentation form.	Within first 3 months of waiver services.
Coordinate completion of psychological evaluation if identified as a need by the Family Care Team at initial ISP meeting.	As soon as possible – during first 3 months of waiver services.
Facilitate Family Care Team meetings to address issues identified with service provision as outlined in the ISP.	As soon as possible, ensuring involvement of the youth and family as well as all involved Family Care Team members.
As applicable, follow process to close waiver record following discharge from services (as outlined in provider procedure for Waiver Discharge).	Follow timelines outlined in Waiver Discharge procedure.

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Waiver Service Providers will:

How these time sensitive tasks and responsibilities are organized and accomplished is at the discretion of the Waiver Service Providers – the overall goal is to facilitate timely service implementation and complete and document the tasks within established time frames.

Task/Responsibility	Completion Time Frame
Develop/design assigned service objectives and/or behavior support plans and corresponding data collection documents as outlined in the ISP.	Within 5 days of ISP start date.
Review service objectives and/or crisis plans with youth, family, family support persons, and Family Care Team members.	Within 5 days of ISP start date – prior to implementation.
Facilitate review and sign off by Family Care Coordinator and youth/family.	Within 5 days of ISP start date – prior to implementation.
Implement service outcome objectives and/or behavior support plans.	According to duration and frequency outlined in current ISP.
As applicable, complete assignments documented in ISP Meeting Minutes.	Within 45 days of ISP start date.
Submit copies of all service outcome objectives and/or behavior support plans to Waiver Program.	For Initial ISP – with first Quarterly ISP. For subsequent Quarterly ISPs – with first Family Care Team Monthly Service Plan Review report
Monitor effectiveness of service outcome objectives and/or behavior support plans.	Frequency determined by level of need and problems identified – at least monthly.
Prepare monthly service summary data to share with Family Care Coordinator or report at meeting to complete Family Care Team Monthly Service Plan Review report.	By 10 th day of next calendar month following service delivery until service goal is met or discontinued.
Request to convene Family Care Team Meeting to discuss needed changes in assigned treatment objectives and/or crisis plans.	As soon as possible to ensure timely response to changes in service needs.
As applicable, follow process to close waiver record following discharge from services (as outlined in provider procedure for Waiver Discharge).	Follow timelines outlined in Waiver Discharge procedure.